

Annual Report

2012/13



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BC Public Service Agency



Where ideas work

Julian, Analyst

A message from Lynda Tarras

I am proud of the BC Public Service Agency's accomplishments in 2012/13. We have taken important steps to embed quality in every aspect of our service and continue to focus on client needs to drive our performance. Year-over-year improvements in our customer satisfaction feedback tell us it is working.

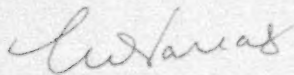
Our new business model gives us more capacity to offer client-focused, cost-effective and accessible services. The consolidation of the Human Resources Service Centre alone has helped us achieve a 22 per cent increase in customer satisfaction, in this area, over the past year. While it is only one of numerous areas of attention, the improvements made here are a barometer for measuring progress elsewhere.

Technology plays a key role in our work and in helping us to reduce costs. We count the negotiated five-year extension of an agreement with TELUS Sourcing Solutions Inc, which resulted in a 21 per cent reduction in costs, among this year's achievements.

We know that healthy employees are important for our success, and so our Health and Productivity Strategy continues to emphasize preventative health measures and support for employees. A key focus was the promotion and enhancement of My Good Health, a voluntary self-serve health management tool, which achieved a 20 per cent participation rate within the first full year of operation.

The Agency will build on these and other accomplishments by maintaining our focus on customer needs. We will achieve this by strengthening our client relationships and providing reliable and responsive advice and services. I look forward to demonstrating our commitment to these tenets throughout our diverse business streams in the coming year.

Sincerely,



Lynda Tarras
Deputy Minister, BC Public Service Agency



Service commitments

Agency performance against service commitments

The Agency is committed to delivering high-quality human resource services to support you and your staff. We have seen marked improvement across our nine key service areas. The following table is an overview of our performance.

Service	Commitments	Target	2011/12	2012/13
			Achievement	Achievement
Recruitment & Deployment	New hires will have solid performance or better rating six months after hire	95%	99%	n/a
	Time to hire by occupational group:			
	• Specialist, Professional (Science, Psychology, Law etc.)	50 days	51 days	37 days
	• Management	40 days	45 days	32 days
	• Corporate Roles (Finance, IT, Policy)	40 days	44 days	33 days
	• Social and Related Front-line Positions	35 days	37 days	29 days
Learning	• Clerical and Administrative Positions	15 days	37 days	29 days
	Self-assessment of the degree to which the employee will be able to apply the learning on the job	90%	83%	78%
	Utilization rate for face-to-face courses	95%	60%	81%
Organizational Design, Classification & Compensation	Percentage increase in eLearning usage	25%	30%	24%
	Were you provided with a job description/ job profile that accurately reflected the functions or qualifications you required	90%	60%	74%
	Turnaround for new job profile*	10 days	83%	92%
Employee Life Cycle (Data entry into Corporate Human Resource Information and Payroll System - CHIPS)	Turnaround for adjustment to existing job profile*	2 days	66%	58%
	Turnaround for changes to employee information	One pay period	8.8 days	12 days
	All data transactions will be processed without error**	100%	84%	88%

* In cases where requests to create or revise job profiles include multiple requests (sometimes up to 20 or 30) a revised service standard is negotiated.

** Based on a sampling. Methodology for gathering data in future under review.

Agency performance against service commitments *continued*

Service	Commitments	Target	2011/12	2012/13
			Achievement	Achievement
Performance Management	Turnaround time from point of service request to first performance coaching interaction	48 hours	100%	99%
	Self-assessment of the degree to which the performance coaching client will be able to apply the learning from the coaching sessions	90%	n/a	76%
	Each individual performance coaching client will receive up to six coaching sessions over a three month period	100%	100%	100%
Labour & Employee Relations	Turnaround time from point of service request to first contact with an investigator	1 business day	100%	100%
	Percentage of grievances resolved prior to proceeding to full arbitration hearings	95%	97%	98%
	Approval rate of exclusion requests that are negotiated with the union***	90%	90%	86%
Workplace Health & Safety	An Early Intervention and Return to Work Specialist develops an individualized case plan after an employee absence of 6 weeks	within 10 weeks of the first day of absence	81%	92%
	Provide an Occupational Health nursing review of diagnostic, treatment and rehabilitation issues	within 8 weeks of the first day of absence	97%	98%
Business Consulting	Turnaround time from point of service request to first interaction	1 business day	n/a	100%
	The degree to which the business consultant delivered on the contract commitment	100%	n/a	100%
Reporting & Analysis	Turnaround to restore accurate reporting and access to the Information and Management and Analysis system	1 day	n/a	100%

*** Based on the total number of exclusion requests resolved in 2012/2013.

Aimie, Occupational Health Nurse



Service quality and service experience

Agency performance against service quality and experience measures

The Agency surveyed approximately 5,000 managers and supervisors to gauge their level of satisfaction with our services. They told us what we were doing well and where we needed to improve. Results show the per cent who said "agree/satisfied" or "strongly agree/very satisfied" to a number of questions on service quality and experience.

Seven of the service areas experienced gains in service quality and service experience with Performance Management and Recruitment & Deployment showing the greatest improvements at 12 and 9 per cent, respectively. The overall average increased by 7 per cent.

Target: 90 per cent customer satisfaction for service quality and service experience.

Service	Fiscal Year 2011/12 (%)			Fiscal Year 2012/13 (%)			Per cent Change
	Service Quality	Service Experience	Combined	Service Quality	Service Experience	Combined	
Recruitment & Deployment	51	55	53	62	61	62	+9
Learning*	76	71	74	81	66	77	+3
Organizational Design, Classification & Compensation	54	53	53	58	56	57	+4
Employee Life Cycle	49	50	50	53	50	51	+1
Performance Management	58	58	58	70	70	70	+12
Labour & Employee Relations	67	69	69	66	70	69	no change
Workplace Health & Safety	63	65	64	69	70	69	+5
Reporting & Analysis	58	59	59	54	53	53	-6
Overall Average	61	58	60	72	62	67	+7

* Learning – results are from surveys completed post-course by course participants (which includes employees, managers and supervisors).

Financial performance

Agency Financial performance for core human resource services

The Agency is committed to prudently managing our financial resources to ensure there is value for your investment. We will measure our success over time by using the following metrics to track our performance. Please see the accompanying explanation of how these indicators are calculated for each service.

			2010/11	2011/12	2012/13
Service	Performance Description	Measure	Performance	Performance	Performance
1. Recruitment & Deployment	Average costs for hiring on a transactional basis	Dollar cost per hire	\$367	\$367	\$372
2. Learning	Cost of Corporate Learning Activities	Dollar cost per employee	\$143	\$127	\$128
3. Organizational Design, Classification & Compensation	Average costs for classifications on a transactional basis	Dollar cost per classification	\$448	\$420	\$455
4. Disability & Rehabilitation	Average cost per case management service	Dollar cost per case	\$631	\$538	\$546
5. Business Performance	Cost for reporting requests (e.g., Short Term Illness and Injury Plan reporting)	Dollar cost per report	\$73	\$61	\$70
6. Labour & Employee Relations	Step one and two grievances	Dollar cost per resolution	\$241	\$226	\$408
	Individual case management: Settled		\$1,457	\$1,495	\$1,547
	Expedited arbitration		\$4,290	\$4,858	\$6,047
	Major case: Settled		\$6,331	\$7,829	\$6,452
	Full arbitration		\$23,656	\$27,652	\$27,081

Glossary

1. Recruitment and Deployment – Cost per Hire

- **Performance:** Staff time spent on recruitment activities multiplied by applicable salary and benefits. Total divided by number of hiring requisitions.

2. Learning – Cost per Employee

- **Performance:** Actual salary/benefits and program costs divided by the number of employees.

3. Organizational Design, Classification and Compensation – Cost per Classification

- **Performance:** Salary and benefits costs of applicable classification staff divided by the number of classifications.

4. Disability Management – Cost per Case

- **Performance:** Salary and benefits cost of applicable Workplace Health and Safety staff divided by number of overall cases.

5. Business Performance – Cost per Transaction

- **Performance:** Salary and benefits cost of applicable staff divided by the number of ad hoc reporting requests completed.

6. Labour and Employee Relations – Cost per Resolution

- **Performance:** Salary and benefits costs (including applicable administrative costs), legal costs and travel associated with each stage divided by number of files resolved at each stage.



Nicholas, Manager

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